



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2153

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.90	9.40	8.30	8.87
B. Operator Answer Time - Information Section 730.510(a)(1)	3.90	4.20	5.90	4.67
C. Repair Office Answer Time Section 730.510(b)(1)	32.00	61.00 *	110.00 *	67.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	30.00	45.00	53.00	42.67
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	89.00% *	96.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	99.00 %	98.00 %	97.00 %	98.00 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.41	0.51	0.40	0.44
H. Percent Repeat Trouble Reports Section 730.545(c)	6.70 %	8.60 %	8.00 %	7.80 %
I. Percent of Installation Trouble Reports Section 730.545(f)	3.70 %	2.50 %	4.50 %	3.60 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$61.86	\$50.33	\$157.42	\$269.61
B. Number of credits issued for repairs - 24-48 hours	4	6	15	25
C. Number of credits issued for repairs - 48-72 hours	0	4	5	9
D. Number of credits issued for repairs - 72-96 hours	1	0	7	8
E. Number of credits issued for repairs - 96-120 hours	0	2	6	8
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

At this time XO is unable to provide data for Sections 730(J) and (K); 732.30(a)(F) through 732.30(a)(H); 732.30(b) and Section 732.30(c), but hopes to do so in the future.